Company Name:	Cal-Ore Telep	phone Co.	u	J#:	1006	Report Year:	2019
Reporting Unit Type:	✓ Total Company	☐ Wire Center	R	Reporting Unit Name:		All Exchanges	

itment met	Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met	Jan 39 12 3.25 12 11	1st Quarter Feb 31 13 2.38	Mar 29 14	Apr 28	2nd Quarter May	Jun	Jul	rd Quarter Aug	Sep	Oct	4th Quarter Nov	
	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met	12 3.25 12	13 2.38	29 14		11	27				~~.		Dec
	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met	3.25 12	2.38	14		11	27	28	19	20	17	43	30
	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met	12			12	7	11	13	7	5	7	15	9
itment met	Total # of installation commitment met Total # of installation commitment missed % of commitment met	12 11	1.2	2.07	2.33	1.57	2.45	2.15	2.71	4.00	2.43	2.87	3.33
itment met	Total # of installation commitment missed % of commitment met	11	13	14	12	7	11	13	7	5	7	15	9
itment met	% of commitment met		12	14	12	7	11	13	6	4	7	14	8
		1	1	0	0	0	0	0	1	1	0	1	1
		92%	92%	100%	100%	100%	100%	100%	86%	80%	100%	93%	89%
	Acct # for voice or bundle, res+bus	1,561	1,593	1,588	1,585	1,594	1,576	1,566	1,569	1,568	1,560	1,548	1,546
	Total # of working lines												
6 per 100 working lines for	Total # of trouble reports												
w/ ≥ 3,000 lines)	% of trouble reports												
	Total # of working lines	1,657	1,656	1,652	1,654	1,663	1,647	1,642	1,625	1,624	1,616	1,604	1,602
8 per 100 working lines for	Total # of trouble reports	21	28	19	23	27	13	21	26	14	17	23	12
w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.01	0.01
	Total # of working lines												
(10 per 100 working lines	Total # of trouble reports												
nits w/ ≤ 1,000 lines)	% of trouble reports											$\overline{}$	
	Total # of outage report tickets	9	18	8	10	12	4	7	5	4	5	9	<u> </u>
	Total # of repair tickets restored in ≤ 24hrs	8	18	8	10	12	4	7	4	4	5	6	G
	% of repair tickets restored ≤ 24 Hours	89%	100%	100%	100%	100%	100%	100%	80%	100%	100%	67%	100%
24 hrs	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50	35.04	170.11	29.04	16.08	228.83	129.40
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15.0	7.6	5.0	34.02	7.26	3.2	25.43	14.4
	Total # of outage report tickets	9	18	8	10	12	4	7	5	4	5	9	ç
	Total # of repair tickets restored in ≤ 24hrs	8	17	6	9	11	4	7	4	4	5	5	8
	% of repair tickets restored ≤ 24 Hours	89%	94%	75%	90%	92%	100%	100%	80%	100%	100%	56%	89%
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50	35.04	170.11	29.04	16.08	228.83	129.40
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15	7.6	5.0	34.02	7.26	3.2	25.43	14.4
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	С
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	С
orts, Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing												
orts, Billing & Non-Billing) s < 60 seconds to reach	-												
	Total # of call seconds to reach live agent												
	econds to reach	Monthly amount of refunds ing & Non-Billing) econds to reach Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 ing & Non-Billing) econds to reach Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 0 0 0 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Monthly amount of refunds 0 0 0 0 0 ing & Non-Billing) econds to reach Total # of calls for TR, Billing & Non-Billing 0 <td>Monthly amount of refunds 0<td>Monthly amount of refunds 0 0 0 0 0 0 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing</td><td> Monthly amount of refunds 0 0 0 0 0 0 0 0 0 </td><td>Monthly amount of refunds 0<td>Monthly amount of refunds 0</td></td></td>	Monthly amount of refunds 0 <td>Monthly amount of refunds 0 0 0 0 0 0 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing</td> <td> Monthly amount of refunds 0 0 0 0 0 0 0 0 0 </td> <td>Monthly amount of refunds 0<td>Monthly amount of refunds 0</td></td>	Monthly amount of refunds 0 0 0 0 0 0 0 0 ing & Non-Billing) seconds to reach Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing	Monthly amount of refunds 0 0 0 0 0 0 0 0 0	Monthly amount of refunds 0 <td>Monthly amount of refunds 0</td>	Monthly amount of refunds 0

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Cal-Ore Telepl	hone Co.	U#	#: 	1006	Report Year:	2019
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Re	eporting Unit Name:		Dorris Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter		(*	Date filed 11/15/2019) ard Quarter			Date filed 02/15/2020) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	15	13	4	14	5	5	5	0	12	10	10	3
Min. standard = 5		Total # of service orders	2	6	4	6	3	3	3	0	2	5	4	2
Willia Starlaara – S	buo. dayo	Avg. # of business days	7.5	2.2	1	2.3	1.7	1.7	1.7	0.0	6.0	2	2.5	1.5
		Total # of installation commitments	2	6	4	6	3	3	3	0	2	5	4	2
nstallation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	1	6	4	6	3	3	3	0	1	5	3	2
		Total # of installation commitment missed	1	0	0	0	0	0	0	0	1	0	1	C
		% of commitment met	50%	100%	100%	100%	100%	100%	100%	0%	50%	100%	75%	100%
Customers		Acct # for voice or bundle, res+bus	414	413	414	413	418	411	405	409	404	404	403	399
Customer Troubl	le Report													 [
	201/201/201/201/201/201/201/201/201/201/	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
뒫	units w/ ≥ 3,000 lines)	% of trouble reports												
nda J	00/ (0 = = 400	Total # of working lines												İ
Stal	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>:</u>	units w/ 1,001 - 2,999 inles)	% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	10% (10 per 100 working lines	Total # of working lines	432	430	432	441	441	434	428	432	427	427	426	422
	Total # of trouble reports	3	6	2	6	7	4	5	7	6	4	8	ϵ	
	101 dring w/ 2 1,000 lines/	% of trouble reports	0.01	0.01	0.00	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.02	0.01
		Total # of outage report tickets	2	4	0	2	0	0	2	0	1	0	1	4
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	4	0	2	0	0	2	0	1	0	0	4
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	0%	100%	0%	100%	0%	0%	100%
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	4.28	8.10	0.00	93.11	0.00	0.00	1.33	0.00	19.13	0.00	54.49	95.17
		Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00	0.67	0.00	19.13	0.00	54.49	23.79
		Total # of outage report tickets	2	4	0.00	2	0	0	2	0	1	0	1	4
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	4	0	1	0	0	2	0	1	0	0	3
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0	50%	0%	0%	100%	0%	100%	0%	0%	75%
		Sum of the duration of all outages (hh:mm)	4.28	8.10	0%	93.11	0.00	0.00	1.33	0.00	19.13	0.00	54.49	95.17
		Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00	0.67	0.00	19.13	0.00	54.49	23.79
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	С
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													·
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												·
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
· .		%<_60 seconds												

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-O	Ore Telephone Co.	U#:	1006	Report Year:	2019
Reporting Unit Type:	☐ Total Company	xchange	Reporting Unit Name:		Macdoel Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 4th Quarter	,
		T T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
In atallation Inton	1	Total # of business days	9	4	4	0	3	7	11	12	3	3	0	15
Installation Interv Min. standard = 5		Total # of service orders	3	1	1	0	2	3	5	4	1	1	0	4
iviiri. Staridard = 5	bus. days	Avg. # of business days	3	4.00	4.00	0.00	1.50	2.33	2.2	3.00	3.00	3.00	0.00	3.75
		Total # of installation commitments	3	1	1	0	2	3	5	4	1	1	0	4
Installation Comr	mitment	Total # of installation commitment met	3	1	1	0	2	3	5	3	1	1	0	3
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	1
		% of commitment met	100%	100%	100%	0%	100%	100%	100%	75%	100%	100%	0%	75%
Customers		Acct # for voice or bundle, res+bus	352	351	349	351	345	346	347	348	348	344	341	343
Customer Troubl	mer Trouble Report													1
	201/20 100 11 11 1	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												1
ī	units w/ ≥ 3,000 lines)	% of trouble reports												
pug	00/ (0 100 1 1 1 1	Total # of working lines												1
)tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
×	400/ /40 = = 400 = = = = = = = = = = = = = = =	Total # of working lines	372	371	369	366	365	367	368	361	361	357	354	356
for units w/ ≤ 1,000 line	10% (10 per 100 working lines	Total # of trouble reports	2	3	5	2	11	3	7	8	3	5	4	4
	ior drifts w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.03	0.01	0.02	0.02	0.01	0.01	0.01	0.01
	-	Total # of outage report tickets	0	2	2	2	8	1	1	2	2	1	2	3
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	2	2	2	8	1	1	2	2	1	2	3
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	100.0%
Min. standard = 90		Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12	23.82	4.44	8.69	4.41	7.12	21.73
		Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1	23.8	2.22	4.35	4.4	3.6	7.2
		Total # of outage report tickets	0	2	2	2	8	1	1	2	2	1	2	3
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	2	1	2	7	1	1	2	2	1	2	3
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	50.0%	100.0%	87.5%	100.0%	100.0%	100%	100%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12	23.82	4.44	8.69	4.41	7.12	21.73
		Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1	23.8	2.22	4.35	4.4	3.6	7.2
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	C
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
Answer Time (Tro	uble Reports, Billing & Non-Billing)							<u> </u>				_	_	1
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing						i						
	enu option to reach live agent).	Total # of call seconds to reach live agent						i						ĺ
	,	%<_60 seconds												
														1

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-O	Ore Telephone Co.	U#:	1006	Report Year:	2019
Reporting Unit Type:	☐ Total Company	change	Reporting Unit Name:		Tulelake Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter		(1	Date filed 11/15/2019) Brd Quarter		((Date filed 02/15/2020) hth Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	11	13	13	7	0	13	12	1	3	0	15	ç
Installation Interval Min. standard = 5 k		Total # of service orders	6	5	6	2	0	4	5	1	1	0	6	3
IVIIII. Standard = 5 t	ous. days	Avg. # of business days	1.83	2.60	2.17	3.50	0.00	3.25	2.40	1.00	3.00	0.00	2.50	3.00
		Total # of installation commitments	6	5	6	2	0	4	5	1	1	0	6	3
Installation Comm	nitment	Total # of installation commitment met	6	4	6	2	0	4	5	1	1	0	6	3
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	1	0	0	0	0	0	0	0	0	0	(
		% of commitment met	100%	80%	100%	100%	0%	100%	100%	100%	100%	0%	100%	100%
Customers		Acct # for voice or bundle, res+bus	583	582	580	578	586	575	568	567	571	567	559	560
Customer Trouble	e Report													1
COV /C non 400 working lines to		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												<u> </u>
o	units w/ ≥ 3,000 lines)	% of trouble reports												1
dar		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
<i>™</i>	units w/ 1,001 - 2,999 lines)	·												
Min		% of trouble reports	602	CO1	500	597	604	594	502	592	507	583	575	576
_	10% (10 per 100 working lines	Total # of working lines	602	601	599		7	394	592	583	587	505	313	570
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	10	14	3	11	7	2	4	3	3	5	6	2
		% of trouble reports	0.02	0.02	0.01	0.02	0.01	0.00	0.01	0.01	0.01	0.01	0.01	0.00
		Total # of outage report tickets	5	7	3	4	2	1	2	0	0	2	2	2
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	7	3	4	1	1	2	0	0	2	1	2
Out of Service Re		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	50%	100%	100%	0%	0%	100%	50%	100%
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20	4.30	0.00	0.00	6.65	76.96	12.50
		Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2	4.3	0.00	0.00	3.3	38.5	6.3
		Total # of outage report tickets	5	7	3	4	2	1	2	0	0	2	2	2
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	6	2	4	1	1	2	0	0	2	1	2
Out of Service Report		% of repair tickets restored ≤ 24 Hours	80%	86%	67%	100%	50%	100%	100%	0%	0%	100%	50%	100%
		Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20	4.30	0.00	0.00	6.65	76.96	12.50
		Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2	4.3	0.00	0.00	3.3	38.5	6.3
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	(
Answer Time (Trou	uble Reports, Billing & Non-Billing)													1
,	% of calls <_60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												Ĭ
	nu option to reach live agent).	Total # of call seconds to reach live agent												<u> </u>
2 2 3 2 2 2 7 7 7 7 7 7 7 7 7 7 7 7 7 7	,	%< 60 seconds												1

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-Ore Telephone Co.	U#:1	006 Report Year:	2019
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Newell Exchange	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2019) 1st Quarter		Date filed (08/15/2019)		Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 4th Quarter					
	• •		Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	4	1	8	7	3	2	0	6	2	4	18	3
		Total # of service orders	1	1	3	4	2	1	0	2	1	1	5	1
		Avg. # of business days	4.00	1.00	0.38	1.75	1.50	2.00	0.00	3.00	2.00	4.00	3.60	3.00
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	1	3	4	2	1	0	2	1	1	5	1
		Total # of installation commitment met	1	1	3	4	2	1	0	2	1	1	5	1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	245	247	245	243	245	244	246	245	245	245	245	244
Customer Trouble	Report													l
	201/10 100 11 11 1	Total # of working lines												· I
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
ga		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												<u> </u>
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ξ		Total # of working lines	251	254	252	250	253	252	254	249	249	249	249	248
_	10% (10 per 100 working lines	Total # of trouble reports	231	234	232	250	233	1	234	249	249	2 17	5	2-10
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.02	0.02	0.04	0.02	0.01	0.02	0.02	0.03	0.01	0.01	0.02	0.00
		Total # of outage report tickets	0.02	5	0.04	0.02	0.01	0.02	0.02	0.03	0.01	0.01	0.02	0.00
A alimeta al		Total # of repair tickets restored in ≤ 24hrs	1	5	3	2	1	2	2	2	1	2	2	
Adjusted Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%	100%	67%	100%	100%	75%	0%
Min. standard = 909		Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18	5.59	165.67	1.22	5.02	90.26	0.00
Standard = 90 % Within 24 ms			12.83	6.03	5.46	2.19	22.30	12.59	2.80	55.22	1.22	2.51	22.57	0.00
		Avg. outage duration (hh:mm)	12.83	0.03	3.40	2.19	22.30	12.59	2.80	33.22	1.22	2.51	22.57	0.00
		Total # of outage report tickets	2	5	3	2	2	2	2	3	1	2	4	0
Unadjusted Out of Service Report	nort	Total # of repair tickets restored in ≤ 24hrs	1	5	3	2	1	2	2	2	1	2	2	C
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%	100%	67%	100%	100%	50%	0%	
		Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18	5.59	165.67	1.22	5.02	90.26	0.00
		Avg. outage duration (hh:mm)	12.83	6.03	5.46	2.19	22.30	12.59	2.80	55.22	1.22	2.51	22.57	0.00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
•	ble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls \leq 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												

Primary Utility Contact Information

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)